

# User's Manual

## 310HD IP Phone

Version 1.6.0





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## Notice

This manual provides a description for operating the 310HD IP Phone, a member of AudioCodes 300HD series of high definition (HD) IP phones.

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document and other documents can be viewed by registered customers at <http://www.audiocodes.com/downloads>.

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## Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

## Related Documentation

Document Name
300HD IP Phone Release Notes
310HD IP Phone Quick Guide
310HD IP Phone Administrator's Manual

## Regulatory Information

The Compliancy and Regulatory Information can be viewed at <http://www.audiocodes.com/downloads>.



# 1 Introduction

AudioCodes 310HD IP Phone is based on AudioCodes proprietary High Definition (HD) voice technology, providing clarity and a rich audio experience for its Voice-over-IP (VoIP) calls.

The 310HD IP Phone is a fully-featured telephone that provides voice communication over an IP network, allowing you to place and receive phone calls, put calls on hold, transfer calls, make conference calls, and so on.

The 310HD IP Phone provides an easy-to-use, menu-driven LCD screen for setting up and operating the phone.

Read this manual carefully to learn how to operate this product and take advantage of its features.

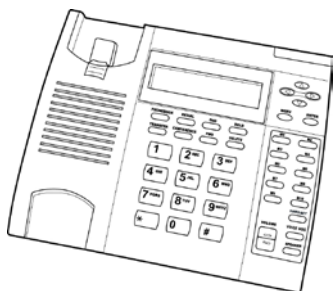
## Reader's Notes

## 2 Hardware Setup

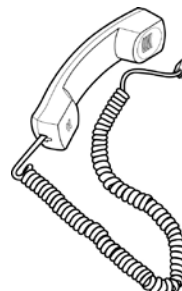
### 2.1 Unpacking the Package Contents

When unpacking the IP phone, ensure that all the following items are present and undamaged:

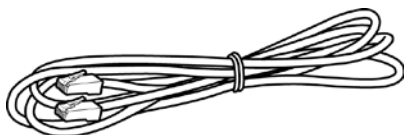
**310HD IP Phone**



**Handset**



**Ethernet Cable**



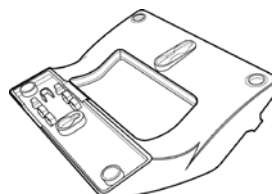
**AC Power Adapter**



**Wall-Mounting Screws (Two)**



**Wall-Mounting Bracket**



If anything appears to be missing or broken, contact your AudioCodes sales representative for assistance.

## 2.2 Physical Description

You can use the graphics below to identify buttons and hardware on your phone. Use this section to familiarize yourself with the phone's button functions.

### 2.2.1 Front View

The front view of the phone is shown below and described in [Table 2-1](#).

**Figure 2-1: Front View of IP Phone**

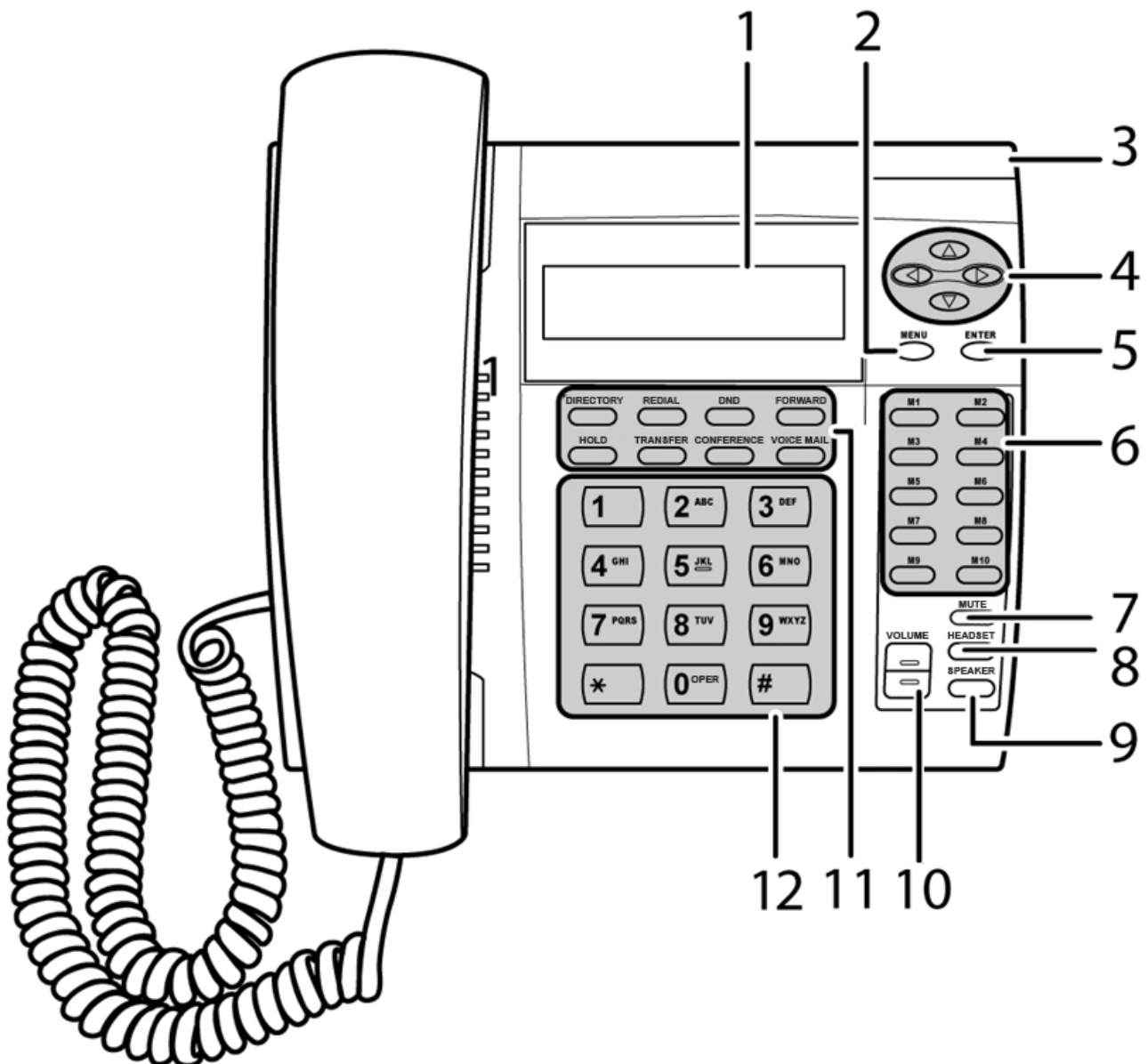


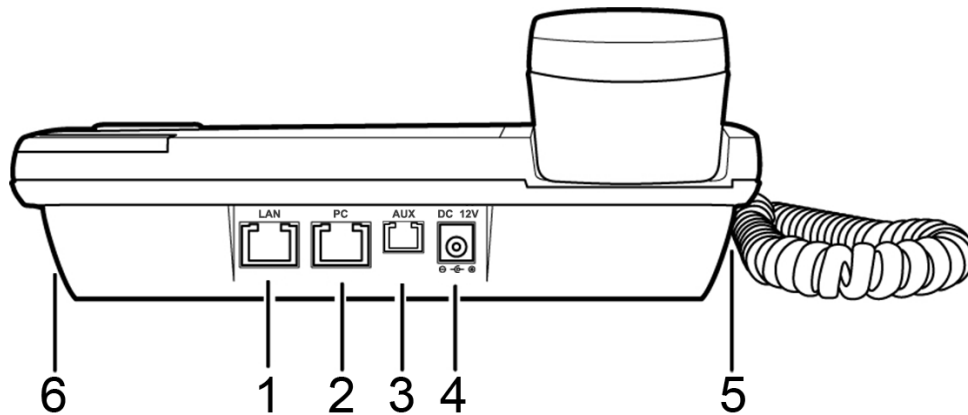
Table 2-1: IP Phone's Font View Descriptions

Item #	Label/Name	Description
1	Display Screen	Displays calls and status information.
2	MENU	Press to access the menu options or cancel your selection and return to the previous menu level.
3	Message Indicator	An illuminated red light indicates that there is an incoming call (flashing) or message (steady on).
4	4-way Navigation Keys	Press to scroll through lists and menus on the display screen.
5	ENTER Key	Press to enter a menu or confirm a selection.
6	Speed dial Memory Keys (M1 to M10)	Press a memory key to speed-dial the preset contact number.
7	MUTE	Mutes the handset, headset, and speakerphone. The screen displays "Mute" when a call is muted.
8	HEADSET Key	Activates a call using an external headset.
9	SPEAKER Key	Activates the speakerphone, allowing hands-free conversations.
10	VOLUME keys	Increases or decreases the volume for the handset, headset, speakerphone, and ring tone.
11	<b>Function Keys</b>	
	DIRECTORY	Opens the phone's contact directory.
	REDIAL	Access the dialed calls menu.
	DND	Blocks all incoming calls.
	FORWARD	Activates call forwarding
	HOLD	Places the current call on hold.
	TRANSFER	Transfers a call.
	CONFERENCE	Initiates a conference call.
	VOICE MAIL	Plays voice mail messages
12	Alphanumeric Keypad	Keys for entering phone numbers and text.

## 2.2.2 Rear View

The rear view of the phone is shown in the figure below and described in [Table 2-2](#).

**Figure 2-2: Rear View of IP Phone**



**Table 2-2: IP Phone's Rear View Descriptions**

Item #	Label / Name	Description
1	<b>LAN</b>	RJ-45 port for connecting to the Ethernet LAN cable for LAN (uplink - 10/100 Mbps) connection. If you are using Power over Ethernet (PoE), the power to the phone is supplied from the Ethernet cable (draws power from either a spare line or signal line).
2	<b>PC</b>	RJ-45 port for connecting the phone to a PC (10/100 Mbps downlink).
3	<b>AUX</b>	RJ-11 AUX port for connecting to an Electronic Hook Switch (EHS) for wireless headset functionality. In this setup, the headset port is also used.
4	<b>DC 12V</b>	12V DC power port that connects to the AC power adapter.
5	Headset Jack	RJ-9 port that connects to an external headset.
6	Handset Jack	RJ-9 port that connects to the handset.



**Notes:**

- The AUX port is provided only on the following models (Part Numbers and Hardware Revisions):
  - **IP310HDE/HDEPS (GGWV00416)**
  - **IP310HDPS (GGWV00420)**
- PoE is supported only on the following model (Part Numbers and Hardware Revisions): **IP310HDE/HDEPS (GGWV00416)**

## 2.3 Cabling the Phone

The procedure below describes how to cable your phone.



**Warning:** Before connecting your phone to the power supply, refer to the Compliance and Regulatory Information, which can be downloaded from AudioCodes Web site at [www.audiocodes.com/library](http://www.audiocodes.com/library).

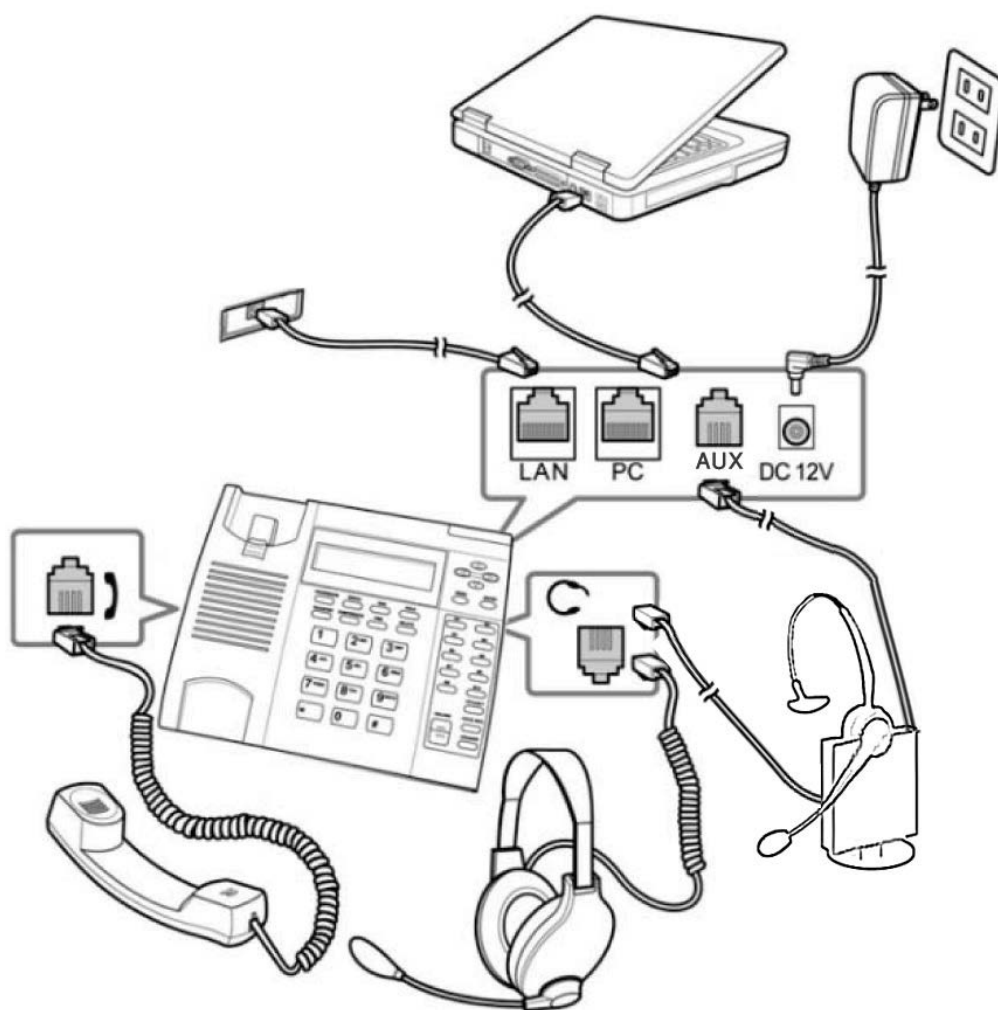
➤ **To cable the phone:**

1. Connect the RJ-9 handset jack to the handset.
2. (Optional) Connect the RJ-9 headset jack to a headset.
3. Connect the RJ-45 port labeled **LAN** to the IP network, using a CAT 5 Ethernet cable.
4. Connect the RJ-45 LAN port labeled **PC** to your computer, using a CAT 5 straight-through Ethernet cable.
5. (Optional) Connect the RJ-11 AUX port labeled **AUX** to an Electronic Hook Switch (EHS) for wireless headset functionality. In this setup, you also need to connect the headset port (see Step 2) to the EHS.
6. Connect the connector tip of the AC power adapter to the phone's power socket labeled **DC 12V**. Connect the two-prong AC adapter directly to the electrical wall outlet. The phone's LEDs light red for a few seconds to indicate that the phone is connected to power.



**Note:** If the LAN to which the phone is connected supports Power over Ethernet (PoE), no AC adapter is needed; the phone draws power from the Ethernet network. This is applicable only if your IP Phone model supports PoE (see Section 2.2.2).

**Figure 2-3: Cabling the IP Phone**





## 2.4 Mounting the Phone

The phone can be mounted in one of the following ways:

- Desktop mounting (see Section 2.4.1 below)
- Wall mounting (see Section 2.4.2 on page 18)

### 2.4.1 Placing the Phone on a Desk

This section describes the procedures for placing the phone on a desk or flat surface and routing the phone's cables.

➤ **To place the phone on a desk**

1. Position the phone bracket so that the brackets attachment tabs are aligned with the lower set of attachment slots on the underside of the phone.
2. Insert the tabs into the attachment slots and slide the bracket up to secure the bracket.
3. Place the phone on the desk. When the phone bracket is correctly positioned the Display screen face towards you.
4. If the Display screen faces away from you, the phone bracket is positioned for mounting the phone on a wall. Detach the bracket from the phone and reattach the bracket using the alternate attachment slots.

#### 2.4.1.1 Routing the Phones Cables

The phone provides grooves for routing the LAN, PC, and AC power cables to ensure uninterrupted connections.

➤ **To route the phone's LAN and PC cables:**

1. Plug the PC cable in the PC port.
2. Insert the PC cable in the allotted slot on the bracket.
3. Plug the LAN cable in the LAN port.
4. Insert the LAN cord in the allotted slot on the bracket.

➤ **To route the phone's power adapter cord:**

1. Plug the adapter into the power jack.
2. Insert the power cord in the allotted slots of the bracket.
3. Plug the AC power adapter into the power outlet.

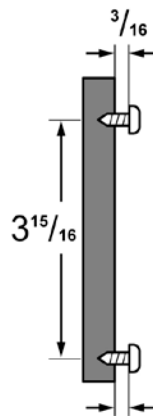
## 2.4.2 Wall-Mounting the Phone

You can mount the phone on a wall or wall plate. You need two screws (not supplied) to fit the keyhole slots.

➤ **To wall mount the phone:**

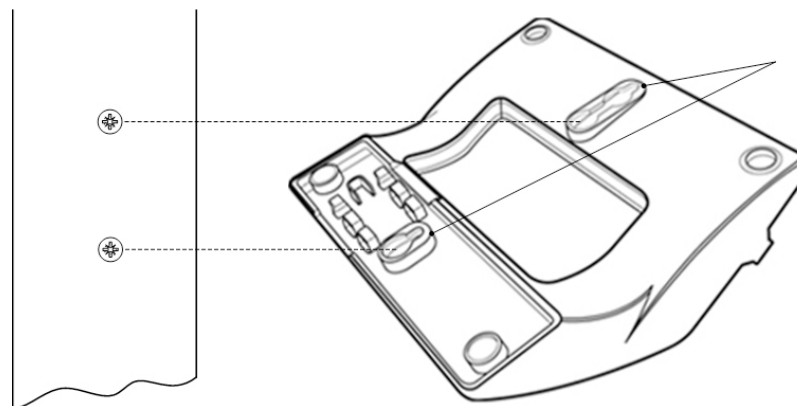
1. On the wall or a wall plate, drill two holes with a distance of  $3 \frac{15}{16}$  inches (100 mm) apart.
2. Thread a screw into each hole with each head extending about  $\frac{3}{16}$  inch (5 mm) from the wall or wall plate.

**Figure 2-4: Wall-Mounting Dimensions**



3. Connect the AC power adapter, LAN and PC cords and route them to go under the bracket.
4. Position the phone bracket so that the attachment tabs are aligned with the upper set of attachment slots on the underside of the phone.
5. Insert the tabs into the attachment slots and slide the bracket up to secure the bracket.
6. Place the phone on the wall. When the phone bracket is correctly positioned the Display screen face towards you.
7. If the Display screen faces toward the floor, the phone bracket is positioned for placing the phone on a desk. Detach the bracket from the phone and reattach the bracket using the alternate attachment slots.
8. Align the phone's keyhole slots with the screws and slide the phone downward to secure it.

**Figure 2-5: Wall-Mounting the Phone**



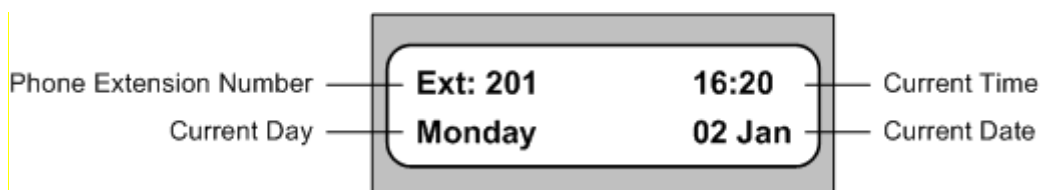
## 3 Getting Started with Phone's User Interface

The 310HD IP Phone provides an LCD-based user interface screen, providing an intuitive, menu-driven user interface for configuration and viewing various call information. This section provides an overview on using the phone's screen.

### 3.1 Areas of the LCD Screen

The main areas of the phone's LCD screen in idle display are shown in the figure below:

**Figure 3-1: Display Screen in Idle Mode**

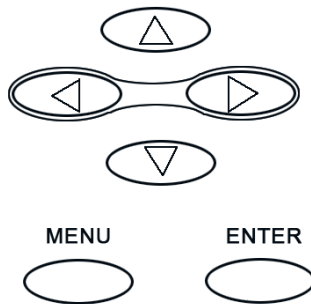


## 3.2 Accessing Menus

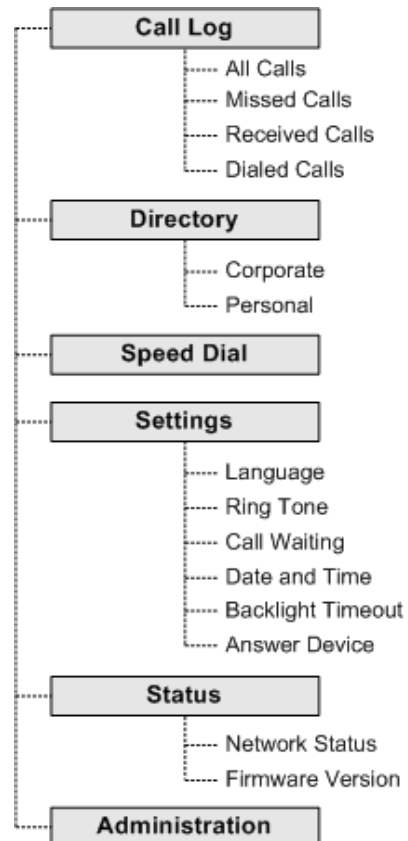
The phone's menus are used for configuring the phone (e.g., adding contacts to the phone directory) and for viewing various information (e.g., missed calls). The phone's main menu is accessed using the MENU key. Drilling down to submenus is done by using the Navigation keys to select the required menu, and then pressing the ENTER key.

**Figure 3-2: Accessing Menus on Display Screen**

### MENU Key and Navigation Keys







### Hierarchical Structure of Menu List



**Note:** The **Administration** menu is intended for system administrators only and is password protected. For detailed information regarding this menu, refer to the *Administrator's Manual*.

### ➤ To access menus:

1. Press the MENU key.
2. Scroll through the main menu list to the required menu, using the  and  Navigation keys.
3. To select a menu, do one of the following:
  - Press the ENTER key.
  - Press the right  Navigation key.
4. To navigate to subsequent menu levels (if exist), repeat steps 2 through 3.
5. To cancel your selection and move up to the previous menu level, press the left  Navigation key.

### 3.3 Entering Numbers, Letters and Symbols

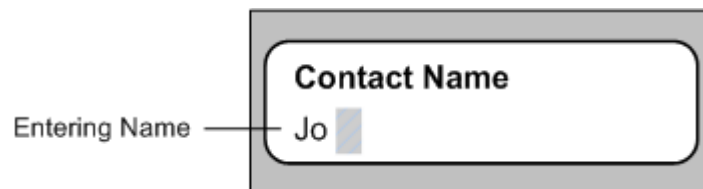
The phone's alphanumeric keypad allows you to enter numbers, letters, and symbols. This is required when configuring various elements (for example, IP addresses, contact names, etc.). Some keys allow you to enter numbers and symbols while other keys allow you to enter numbers and letters. When dialing numbers directly from the keypad, only numbers (as printed on the keys) are activated.

Some parameters determine which character set is used when a key is pressed. For example, pressing a key when entering a Contact Name into the Directory prioritizes letters over numbers. Whereas pressing a key when entering a Contact Number in the Directory prioritizes numbers of letters.

➤ **To enter alphabetical characters and numbers:**

- Press the required alphanumeric key. For letters, successive presses on the key display the next letter pertaining to the key. To enter upper case letters, keep pressing the key until the letter appears in upper case.

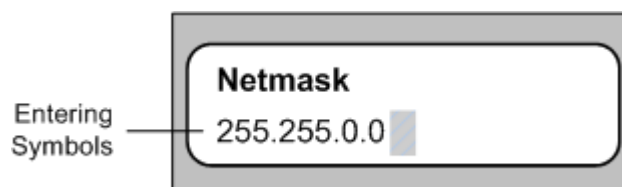
**Figure 3-3: Entering Letters**



➤ **To enter symbols and numerals:**

- Press the **1** key to enter a symbol. Each successive press of the key enters a different symbol:
  - @ (at symbol)
  - : (colon)
  - \* (asterisk)
  - # (pound)
  - - (hyphen)
  - & (ampersand)
  - . (period)
  - \_ (underscore)
  - + (plus)


**Figure 3-4: Entering Symbols**



➤ **To add a space:**

- Press the **0** key.

➤ **To delete an entered character:**

- Press the left  Navigation key; the character to the left of the cursor is deleted.

## 3.4 Displayed Messages

The phone's LCD screen displays messages to indicate certain process currently in progress. These messages include the following:

**Table 3-1: In-Progress Operational Messages Displayed on LCD Screen**

Message	Description
"Initializing"	Initializing
"Discovering LLDP"	Discovering Link Layer Discovery Protocol (LLDP) for initialization
"Discovering CDP"	Discovering Cisco Discovery Protocol (CDP) for initialization
"Acquiring IP"	Acquiring an IP address from a DHCP server
"Initializing Network"	Initializing the network
"Registration in Progress"	SIP Registration in Progress
"Registration Failure"	SIP Registration failure
"Downloading Firmware File"	Downloading a firmware file
"Upgrading Firmware"	Upgrading the phone's firmware
"Updating Configuration"	Loading a configuration file

## 4 Customizing Your Phone

This chapter provides step-by-step procedures on customizing your phone.

### 4.1 Managing Your Personal Phone Directory

The phone directory feature enables you to add contacts to your phone's local directory, and then edit and delete them if required. Once you have added a contact, you can easily call the contact directly from the directory (see Section 6.1 on page 51). If the contact is assigned a speed dial key, you can also call the contact by pressing its speed dial key (see Section 6.2 on page 52). If you receive an incoming call from someone who is listed in the directory, the phone's screen displays the name of the caller.



#### Notes:

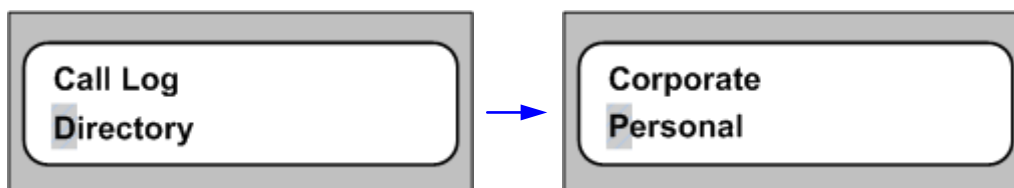
- You can add up to 700 contacts in the directory. Your system administrator can reduce this maximum. For a detailed description, refer to the *Administrator's Manual*.
- Your phone's directory may also include a Corporate Directory, which is implemented by loading a file to your phone or by a Lightweight Directory Access Protocol (LDAP) based directory connected to the corporate directory (LDAP server). This is set up by your system administrator (refer to the *Administrator's Manual*). If you do have a Corporate Directory, its contacts cannot be edited or deleted on your phone.



#### 4.1.1 Accessing the Directory Menu

The following procedure describes how to access the phone directory. This is required for the various management operations required for the phone directory described in subsequent sections.

➤ **To access the phone directory:**

1. From the idle screen, press the MENU key and then select the **Directory** menu, or on the keypad, press the DIRECTORY key.



2. Select the required directory type option, using the  and  Navigation keys, and then press the ENTER key; the following is displayed:

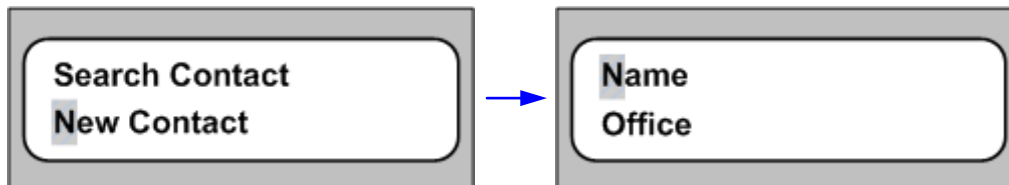


## 4.1.2 Adding Contacts

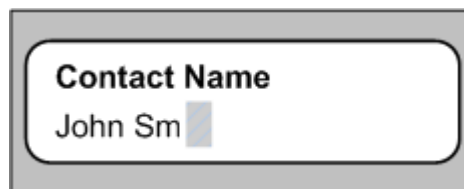
The procedure below describes how to add a new contact to the phone directory



➤ **To add a contact to the phone directory:**

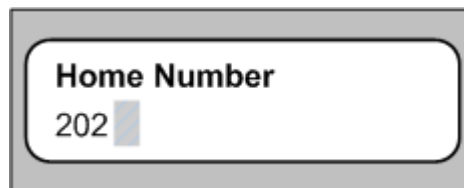
1. Access the Directory.
2. Select the **New** option (using the  and  Navigation keys), and then press the ENTER key.





3. Define the contact's name:
  - a. Select the **Name** field, and then press the ENTER key.
  - b. Enter the name of the new contact, using the phone's keypad (as described in Section 3.3 on page 21).



- c. Press the ENTER key.
4. Define the contact's phone number. You can assign a work (**Office**), home (**Home**), and mobile (**Mobile**) phone number.
  - a. Select the required number type, using the  and  Navigation keys, and then enter the number of the new contact, using the phone's keypad.



- b. Press the ENTER key.
5. Select the **Save** option, using the  and  Navigation keys, and then press the ENTER key; the "Saving Contact" message is displayed, indicating that the new contact is saved in the directory.



### 4.1.3 Searching Contacts

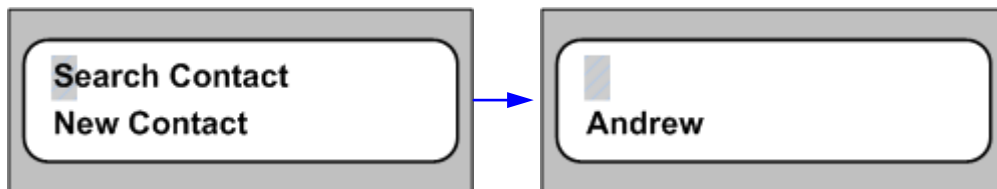
Once your phone directory is defined with contacts, you can use the phone's search feature to quickly and easily locate the required contact. As you enter a string, the phone searches for first and last names that begin with the entered string(s). For example, if you enter "jo" as the search string, the phone may display "John Smith" and also "Mike Jobs" (if these are existing directory contacts).



The searched results are displayed as follows:

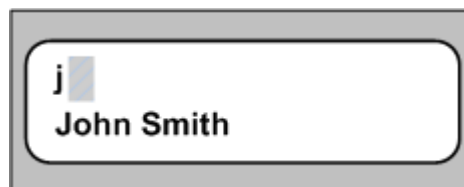
- First names before last names (for example, "John Smith" will appear before "Mike Jobs")
- In any group of names, the searched results are displayed alphabetically (for example, "Joe Hooper" will appear before "John Smith")

➤ **To search the directory:**

1. Access the Directory.
2. Select the **Search** option, and then press the ENTER key; the Search Contact screen appears:



3. You can scroll through the directory list using the  and  Navigation keys, or enter the letter(s) of the contact's name (first or last name), and then press the ENTER key; if located, the contact name is displayed:



4. Press the ENTER key to display a list of options for the located contact:
  - **Dial** – to dial the contact (see Section 6.1 on page 51)
  - **Detail** – displays the contact's details such as phone numbers
  - **Edit** – to modify the contact's details (see Section 4.1.4)
  - **Delete** – to remove the contact from the directory (see Section 4.1.5)



## 4.1.4 Editing Contacts

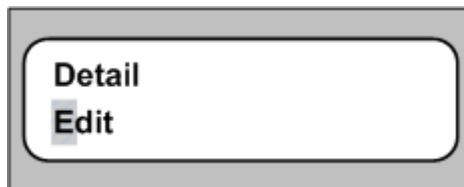
You can edit the details of contacts in the phone directory, as described in the procedure below.



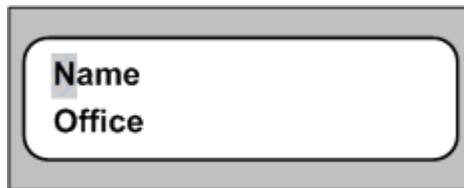
**Note:** You can only modify contacts in your Personal directory (and not those in the Corporate directory).







### ➤ To edit a contact:

1. Access the Directory.
2. Search for the directory contact that you want to edit, as described in Section 4.1.3.
3. Select the **Edit** option, using the  and  Navigation keys, and then press the ENTER key:



The following screen is displayed:



4. Select the required contact detail option that you want to edit, using the  and  Navigation keys, and then press the ENTER key.
5. Modify the selected detail as required (using the  and  Navigation keys), and then press the ENTER key.
6. Select the **Save** option, using the  and  Navigation keys, and then press the ENTER key; the “Saving Contact” message is displayed, indicating that the modified contact is saved.

### 4.1.5 Deleting Contacts

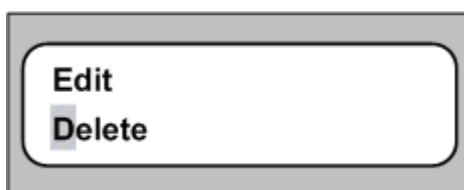
You can remove contacts from the phone directory, as described in the procedure below.



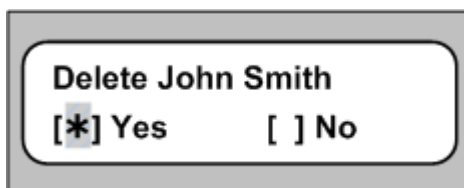
**Note:** You can only modify contacts in your Personal directory (and not those in the Corporate directory).



➤ **To delete a contact:**

1. Access the Directory.
2. Search for the directory contact that you want to delete, as described in Section 4.1.3.



3. Select the **Delete** option, using the  and  Navigation keys, and then press the ENTER key; the phone requests confirmation.



4. Select the **Yes** option, using the  and  Navigation keys, and then press the ENTER key; the contact is removed from the directory.

## 4.2 Configuring Speed Dialing

Speed dialing allows you to quickly place a call by simply pressing a speed dial key that has been assigned with a phone number. You can assign up to 10 speed dial numbers. You can either assign a contact in your directory to a speed dial key or manually assign a phone number to a speed dial key). For placing calls using speed dial keys, see Section 6.2 on page 52.

### 4.2.1 Assigning Speed Dials

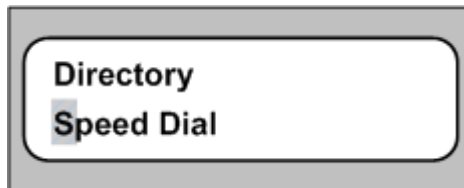
Your phone's speed dial keys are labeled **M1** to **M10**. To assign these keys a phone number, follow the procedure below.



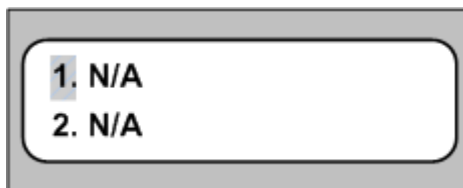
**Note:** Speed Dial keys are typically defined by directly accessing the **Speed Dial** screen, as described in this section. However, you can also press a Speed Dial key not yet assigned. Once pressed, the Speed Dial screen is accessed and you can continue from Step 2 in the procedure below to assign a phone number to the key.



#### ➤ To assign a phone number to a speed dial key:

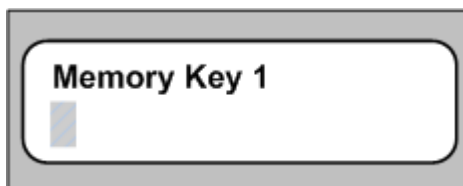
1. From the idle screen, press the MENU key, and then select the **Speed Dial** menu.



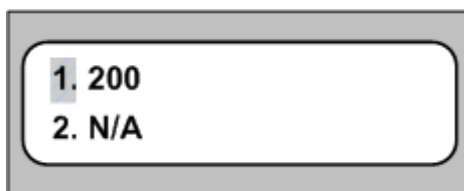
The speed dial entries are displayed. Undefined speed dial key are displayed with "N/A", as shown below:



2. Select a Speed Dial memory key, using the  and  Navigation keys, to which you want to assign the speed dial number, and then press the ENTER key. Indices "1" to "10" correspond to the phone's speed dial keys **M1** to **M10**, respectively. The following screen appears for entering the phone number:



3. Enter the phone number that you want to assign the speed dial key, and then press the ENTER key to save your settings; the newly defined speed dial key with its phone number is displayed:

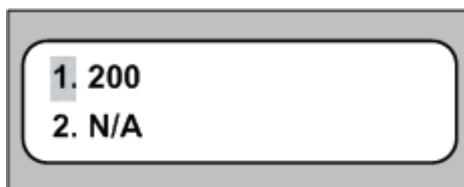




## 4.2.2 Editing Speed Dials

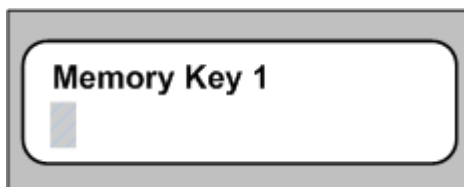
The procedure below describes how to modify the phone number assigned to an existing speed dial.


➤ **To edit a speed dial:**

1. Access the **Speed Dial** menu to view the list of speed dials.



2. Select a speed dial, using the  and  Navigation keys, that you want to edit, and then press the ENTER key; the following screen appears:



**Note:** If you decide that you don't want to edit the speed dial, press the  left Navigation key to return to the previous screen.

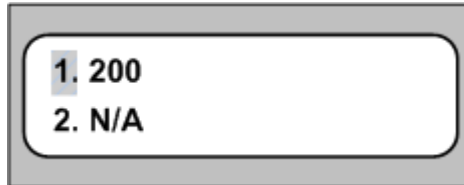
3. Enter a new number, and then press the ENTER key to save your settings.



### 4.2.3 Deleting Speed Dials

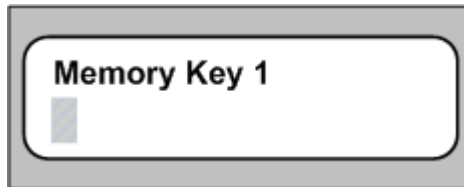
The procedure below describes how to delete an existing speed dial.


➤ **To delete a speed dial:**

1. Access the **Speed Dial** menu to view the list of speed dials.

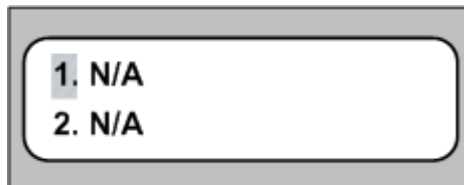


2. Select a speed dial (using the  and  Navigation keys) that you want to delete, and then press the ENTER key; the following screen appears:



**Note:** If you decide that you don't want to delete the speed dial, press the  left Navigation key to return to the previous screen.

3. Press the ENTER key; the speed dial number is deleted and "N/A" is displayed instead of the number, as shown below.

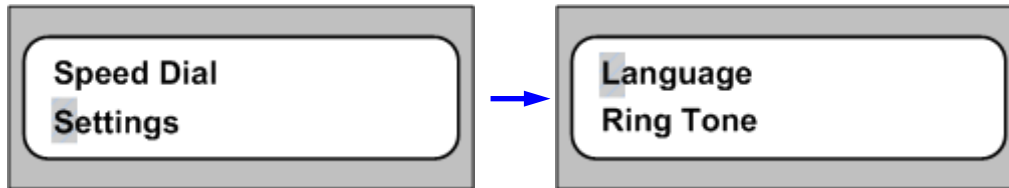


## 4.3 Changing the LCD Screen Language

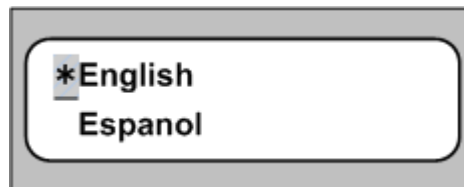
The phone supports numerous languages for its LCD screen user interface. By default, the LCD user interface is in English, but you can change this to another language, as described in the procedure below.

➤ **To change the language of the LCD user interface:**

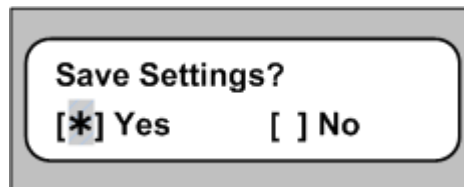
1. From the idle screen, press the MENU key, select the **Settings** menu, and then select the **Language** submenu.





A list of languages are displayed:



2. Choose the desired language, using the  and  Navigation keys, and then press the ENTER key; a confirmation message is displayed:



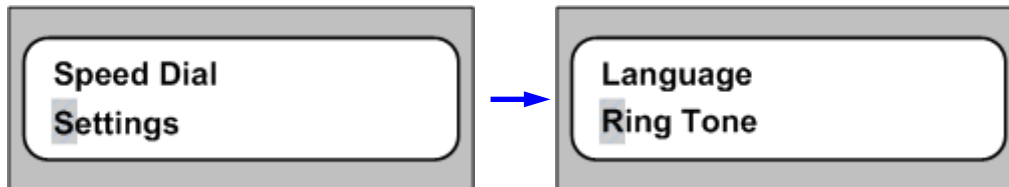
3. Select the **Yes** option, using the  and  Navigation keys to save your settings (or **No** to discard your settings), and then press the ENTER key; the message "System Reboot" is displayed and the phone restarts with your new settings.

## 4.4 Selecting a Ring Tone

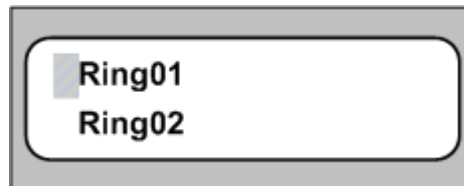
You can select a ring tone for your phone for indicating incoming calls.



➤ **To select a ring tone:**

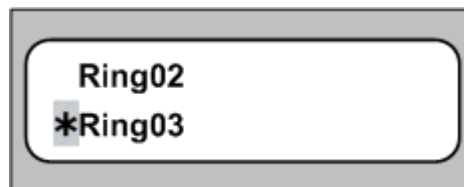
1. From the idle screen, press the MENU key, select the **Settings** menu, and then select the **Ring Tone** submenu.



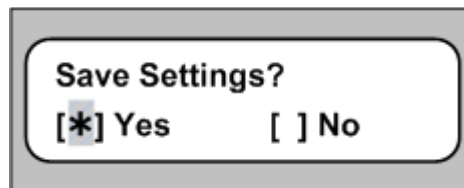
A list of ring tones are displayed:





2. Choose the desired ring tone, using the  and  Navigation keys. As you scroll through the list, a sample of the ring tone is played.
3. Select the ring tone by pressing the ENTER key; an asterisk is displayed to the left of the ring tone name.



4. Press the ENTER key; a confirmation message is displayed.



5. Select the **Yes** option, using the  and  Navigation keys to save your settings (or **No** to discard your settings), and then press the ENTER key; the "Ring Tone Saved" message is displayed and your phone now uses this ring tone.



## 4.5 Enabling Call Waiting

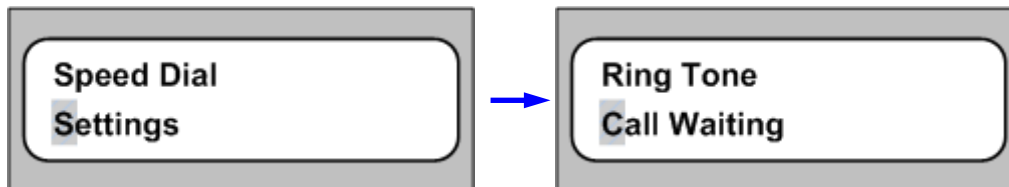
Call waiting allows you to receive another call while you are in a call with another party. If call waiting is enabled and you receive a second call while you are currently in a call with another party, the phones **Display RED** LED flashes. You can take the second call by placing the first one on hold (as described in Section 6.3 on page 52). If call waiting is disabled and another party attempts to call you, your phone rejects the second call and the calling party receives a busy tone.



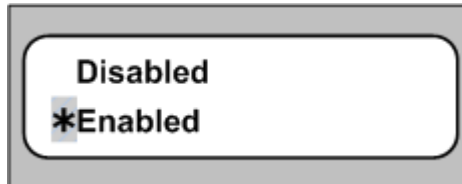
**Note:** Call waiting is enabled by default.



➤ **To enable or disable call waiting:**

1. From the idle screen, press the MENU key, select the **Settings** menu, and then select the **Call Waiting** submenu.



The following screen is displayed:

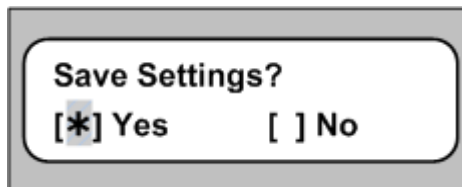


2. Select one of the following options (using the  and  Navigation keys):

- **Disabled:** disables call waiting
- **Enabled:** enables call waiting

An asterisk appears alongside the selected option.

3. Press the ENTER key to assign the selection; a confirmation message is displayed:



4. Select the **Yes** option, using the  and  Navigation keys to save your settings (or **No** to discard your settings), and then press the ENTER key.

## 4.6 Defining Date and Time

You can manually change the displayed date and time if Network Time Protocol (NTP) is not used (see note below).

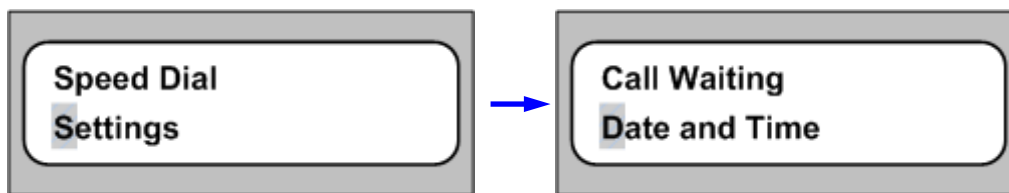


### Notes:

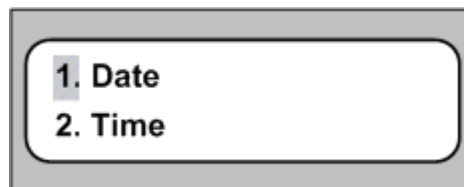
- Typically, the phone retrieves the date and time from a Network Time Protocol (NTP) server over the Internet. This is the recommended setting and is configured by your system administrator (see the *Administrator's Manual*). If NTP is configured, then manual setting of the data and time is not possible.
- For manual configuration of date and time, the settings are not retained after a phone reboot. Thus, after a phone reboot, you need to re-configure the date and time.

### ➤ To manually define the date and time:

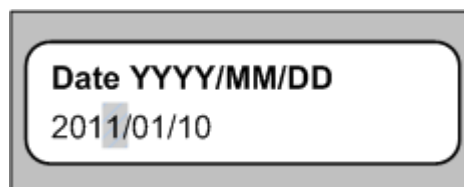
- From the idle screen, press the MENU key, select the **Settings** menu, and then select the **Date and Time** submenu.







The following appears:

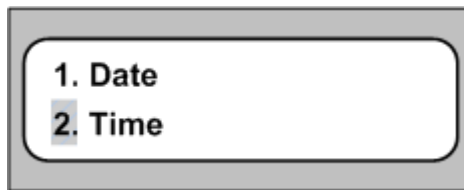


- Select the **Date** option, using the  and  Navigation keys, and then press the ENTER key.

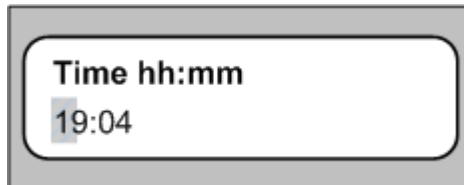








- Edit the date in the format YYYYMMDD (i.e., year/month/day, for example, 2011/01/20). Use the  and  Navigation keys to move between year, month and day. Use the  and  Navigation keys to change their values.

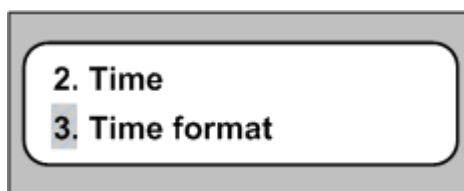
4. Press the ENTER key to save the date settings; you are returned to the previous menu.



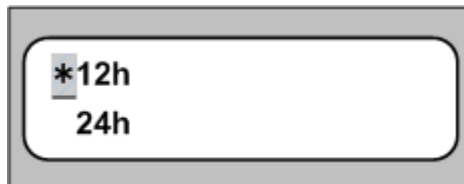
5. Select the **Time** option, using the  and  Navigation keys, and then press the ENTER key.



6. Edit the time in the format hh:mm (i.e. hour:minutes). Use the  and  Navigation keys to move between digits; use the  and  Navigation keys to change their values.
7. Press the ENTER key to save the time settings.
8. Select the **Time format** option, using the  and  Navigation keys, and then press the ENTER key, as showed below:



The following screen appears:



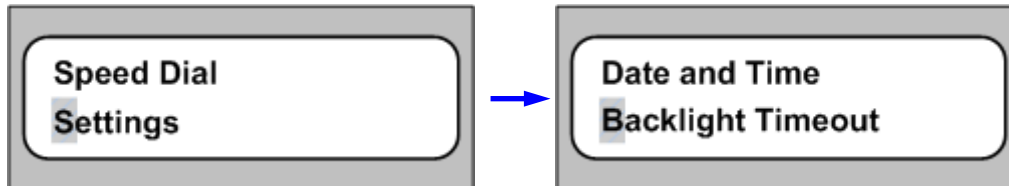
9. Select one of the following time format options:
- **12h:** Displays the time in a 12-hour format, using "AM" or "PM" to indicate whether it's morning or afternoon, respectively (e.g., 4:45PM)
  - **24h:** Displays the time in a 24-hour format (e.g., 16:45)
10. Press the ENTER key to save the time settings.

## 4.7 Changing the LCD Screen Backlight Timeout

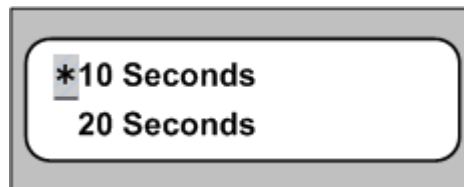
You can define the duration (in seconds) for which the phone's backlight is lit when the phone is not being used (idle). After this duration expires, the backlight turns off. You can also decide to have the backlight on all the time, by selecting the **Always on** option.

➤ **To define the LCD screen's backlight timeout:**

1. From the idle screen, press the MENU key, select the **Settings** menu, and then select the **Backlight Timeout** submenu.



The following screen appears:



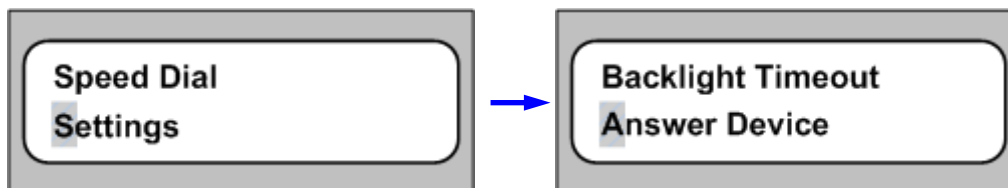
2. Choose the backlight timeout (10 to 60 seconds or Always on), using the ▲ and ▼ Navigation keys, and then press ENTER.
3. Press the ENTER key to save your settings.

## 4.8 Changing the Audio Device

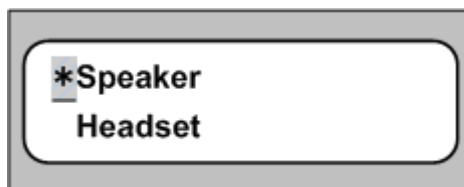
You can select the type of audio device—speaker or headset—that is activated when dialing calls. By default, the speaker is used. For example, if the headset is chosen as the audio device, then when dialing, the dialing signals are heard only from the headset.



➤ **To change the audio device:**

1. From the idle screen, press the MENU key, select the **Settings** menu, and then select the **Answer Device** submenu



The following screen appears:



2. Choose the audio device (**Speaker** or **Headset**), using the  and  Navigation keys, and then press ENTER.
3. Press ENTER.

## 4.9 Defining Call Forwarding

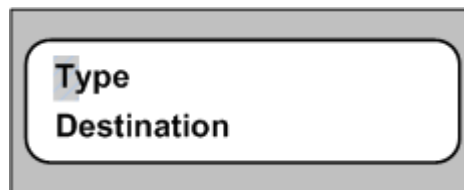
The Call Forward feature allows you to automatically redirect an incoming call to another phone number, upon a user-defined condition (e.g., when your line is busy). The configuration of the call forward feature is performed in two stages. The first stage is the actual call forward setup; the second stage is the activation.



**Note:** For call forwarding functionality, your system administrator must enable this feature (refer to the *Administrator's Guide*).

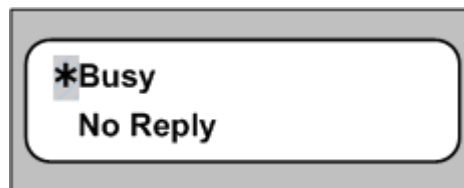
### ➤ To configure call forwarding:



1. Press the FORWARD key; the following appears:





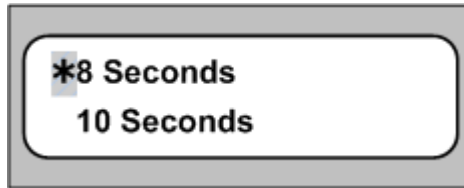
2. Define the condition upon which you want calls to be forwarded:

- a. Select the **Type** option (using the  and  Navigation keys), and then press the ENTER key; the following appears:

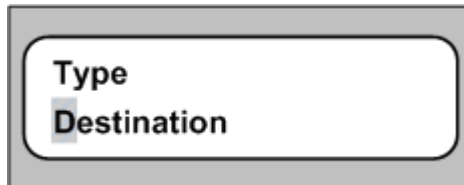


- b. Select the condition (using the  and  Navigation keys), and then press the ENTER key:
  - ♦ **Busy:** calls are forwarded if your phone is busy
  - ♦ **No Reply:** calls are forwarded if you do not answer within a user-defined time (see Step d)
  - ♦ **Always:** calls are always forwarded regardless of condition
- c. Press the ENTER key to apply your condition.

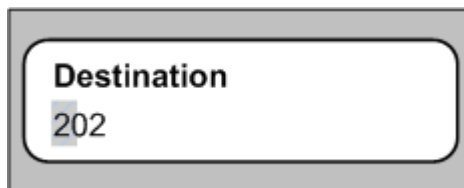
- d. If you selected the **No Reply** option, perform the following (otherwise, skip to Step 3):
  - a. Select the timeout (in seconds) after which the call is forwarded (using the  and  Navigation keys), and then press the ENTER key; an asterisk appears alongside the selected option:



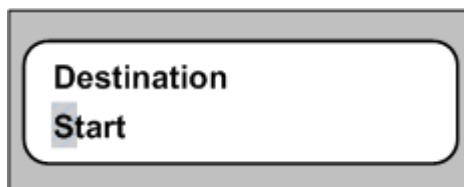
- b. Press the ENTER key; you are returned to the previous menu.



- 3. Define the destination to where you want to forward the calls:
  - a. Select the **Destination** option, and then press the ENTER key; the following appears:



- b. Enter the phone number to where you want incoming calls forwarded and then press the ENTER key; you are returned to the previous menu.
- 4. To activate call forwarding, select the **Start** option, and then press the ENTER key.



The following appears, indicating the phone number to where calls are forwarded if the call forward condition is met:



➤ **To disable call forwarding:**

- Press the FORWARD key again.

## 4.10 Activating Do Not Disturb

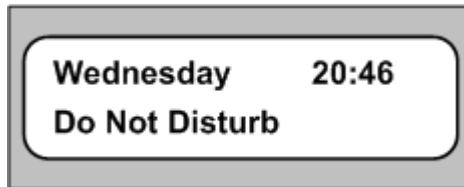
The Do Not Disturb feature allows you to prevent the phone from ringing and receiving incoming calls (i.e., rejects incoming calls). When Do Not Disturb is activated and someone calls your phone, the caller hears a busy tone.



**Note:** If your phone is deployed with AudioCodes solution for Microsoft® Lync™ Server 2010, ignore this section and see Section [4.11](#).

### ➤ To activate Do Not Disturb:

- Press the DND key; the “Do Not Disturb” message is displayed on the screen:



### ➤ To deactivate Do Not Disturb:

- Press the DND key; the “Do Not Disturb” message no longer appears on the screen.



## 4.11 Changing your Presence Status

If your phone is deployed with AudioCodes solution for Microsoft Lync Server 2010, you can assign a presence status to control how or whether you want people to contact you. By default, your status is based on your Lync client. You can set your phone to one of the following presence status:

- **Available:** You are online and available to be contacted.
- **Busy:** You are not to be interrupted. Busy or in a phone call or meeting.
- **Do Not Disturb:** You do not want to be disturbed.
- **Away:** You want to hide your status (appear to others that you are currently away).
- **Be right back:** You are away briefly and will return shortly.





### Notes:

- This feature is applicable only when the phone is deployed with AudioCodes solution for Microsoft Lync Server 2010. For more information, refer to the *Administrator's Manual*.
- The presence status can also be changed by the Lync client running on a computer. This status is reflected on the LCD of the phone.

### ➤ To change your presence status:

1. In idle mode, press the DND key; the following screen is shown:



2. Select the desired presence option, using the  and  Navigation keys, and then press the ENTER key; the following appears.
3. Press the ENTER key.

## 4.12 Locking the Phone

If your phone is deployed with AudioCodes solution for Microsoft Lync Server 2010, you can lock your phone to prevent anyone from using it (such as making and receiving calls). Incoming calls can be answered only if you provide the correct unlock password; outgoing calls can only be made if they are configured as emergency calls (by your administrator).

**Notes:**

- This feature is applicable only when your phone is deployed with AudioCodes solution for Microsoft Lync Server 2010 and is enabled by your system administrator. For more information, refer to the *Administrator's Manual*.
- To obtain the unlocking password, contact your system administrator.
- When the phone is locked, the emergency number, defined by your system administrator, can be dialed.

➤ **To lock the phone:**

- Press the star key for a few seconds.

If the phone is locked and you receive an incoming call, you are prompted to enter the unlock password in order to establish the call, as shown below:



➤ **To unlock the phone:**

1. Press the star key for a few seconds; you are prompted to enter the unlock password:



2. Enter the password, and then press the ENTER key.

## 5 Basic Phone Operations

This chapter describes the phone's basic calling operations.

### 5.1 Using the Phone's Audio Devices

You can use one of the following audio devices on the phone for speaking and listening:

- **Handset:** Simply lift the handset off the cradle to answer or make a call.
- **Hands-free modes:**
  - **Speakerphone:** The speaker can be activated during a call and when making a call, by one of the following:
    - ◆ **SPEAKER key:** Press the SPEAKER key. To terminate the call, press the SPEAKER key again.
    - ◆ **Keypad:** When the phone's handset is on-hook and you want to dial a number, press the required digits. This activates the speakerphone.
  - **Headset:** While talking on the phone, you can relay audio to a connected headset. Press the HEADSET key to enable the headset function. To terminate the call, press the HEADSET key again.
  - **Speed Dial Keys:** Press the required Speed Dial key to place a call. The call is automatically put on speakers (i.e. the SPEAKER key is activated).

During a call, you can easily change the currently used audio device:

- **Changing from speakerphone or headset to handset:** Simply pick up the handset. The speakerphone/headset is automatically disabled.
- **Changing from handset to speakerphone or headset:** While the handset is off-hook, press the SPEAKER/HEADSET key, and then return the handset to the cradle.

### 5.2 Making Calls

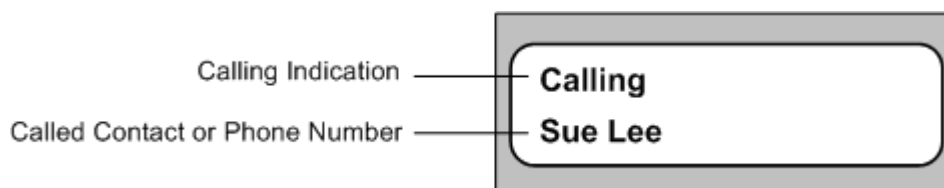
The phone offers a variety of ways that you can make a call:

- Dialing from the keypad
- Redialing a number using the REDIAL key
- Dialing logged calls

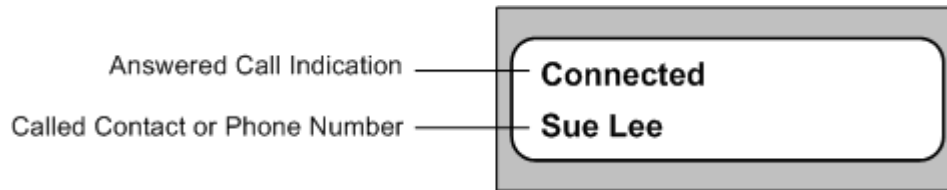


**Note:** For advanced dialing, you can use the phone directory (see Section 6.1 on page 51) or speed dial keys (see Section 6.2 on page 52).

When you make a call using any of these dialing methods, the screen displays "Calling" and the called party's phone number or contact name if listed in the phone directory, as shown below:



When the called party answers, the “Connected” message is displayed, as shown below:



## 5.2.1 Dialing using the Keypad

You can make calls by dialing the number directly from the phone’s keypad.

### ➤ To make a call using the keypad:

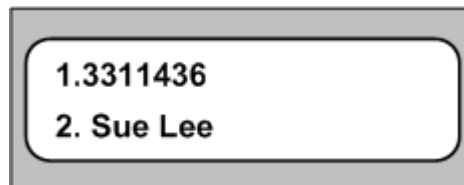
1. Enter the telephone number using the alphanumeric keypad.
2. Once you have completed entering the number, you can then dial the number by performing one of the following:
  - Pressing the # (pound) key.
  - Waiting a few seconds (without pressing anything) - the phone dials the number automatically.



## 5.2.2 Redialing Numbers

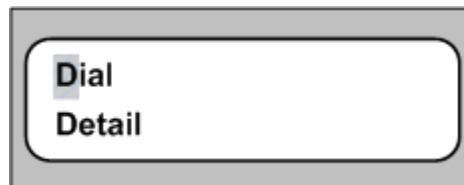
You can redial a number that was previously dialed.

### ➤ To redial a number:

1. Press the REDIAL key; the screen displays a list of recently dialed calls:



2. Select the number or contact that you want to dial, using the  and  Navigation keys, and then press the ENTER key; the following screen appears:



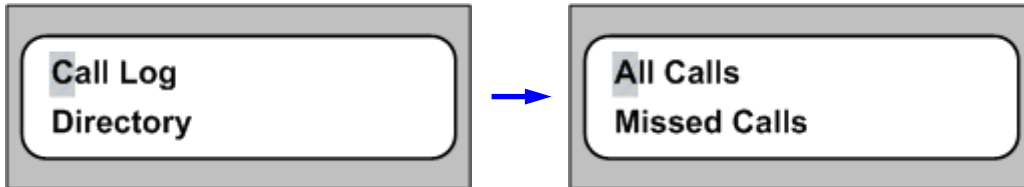
3. Select the **Dial** option, using the  and  Navigation keys, and then press the ENTER key to make the call.

### 5.2.3 Dialing Logged Calls

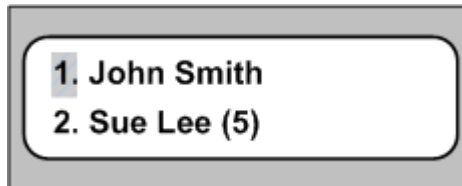
The phone logs all calls, including missed, received, and dialed calls. You can dial any of these types of logged calls, as described in the procedure below.

➤ **To dial a logged call:**

1. From the idle screen, press the MENU key, and then select the **Call Log** menu.



2. Select the **All Calls**, **Missed Calls**, **Received Calls**, or **Dialed Calls** option (using the ▲ and ▼ Navigation keys), and then press the ENTER key; a list of numbers or contacts are displayed:



If numerous calls are logged for the same number or contact before any other call number event is logged, the number of these calls logged is displayed in parenthesis.

3. Select a logged call entry, using the ▲ and ▼ Navigation keys, and then press the ENTER key; the following screen appears:



4. Select the **Dial** option, using the ▲ and ▼ Navigation keys, and then press the ENTER key to dial the number.

## 5.3 Answering Calls

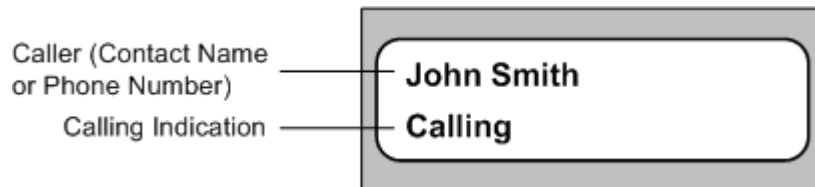
You can answer a call using one of the following audio devices:

**Table 5-1: Audio Devices for Answering Calls**

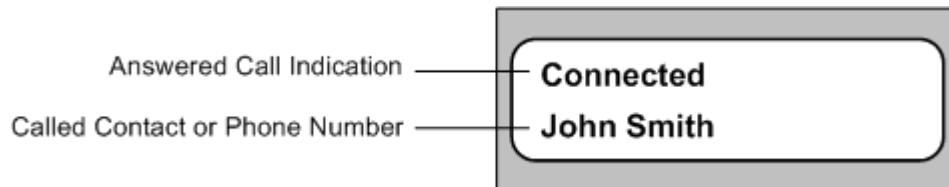
Device	Activate by ...
<b>Handset</b>	Picking up the handset
<b>Speaker</b>	Pressing the SPEAKER key
<b>Headset</b>	Pressing the HEADSET key

The phone indicates an incoming call by the following:

- Caller's ID and "Calling" is displayed on the screen
- Ringing
- **System Status** LED flashes red



When you answer the call, the "Connected" message is displayed:



## 5.4 Ending Established Calls

Depending on the audio device used during the call, you can end an established call by performing one of the following:

- **Handset:** Return handset to cradle.
- **Headset:** Press the HEADSET key.
- **Speaker:** Press the SPEAKER key.

## 5.5 Ending Unanswered Dialed Calls

If you have a dialed a number or contact and the called party has yet to answer, you can end the call by pressing the SPEAKER key.

## 5.6 Rejecting an Incoming Call

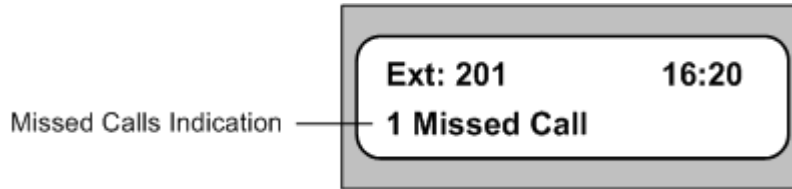
You can reject an incoming (ringing) call instead of answering it, by pressing the DND key.



**Note:** For activating the Do Not Disturb (DND) feature, see Section [4.10](#) on page [40](#).

## 5.7 Viewing Logged Calls

Your phone stores missed, received, and dialed calls. In idle display, the phone indicates missed calls by displaying the “Missed Call” notification with the number of missed calls, as shown below:



➤ **To view missed calls from the idle display:**

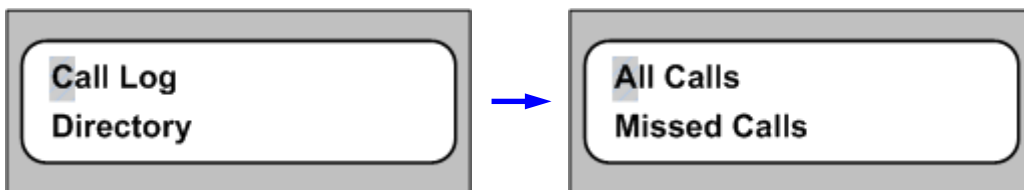
- If the “Missed Call” notification is displayed, press the ENTER key. For a description of handling missed calls, see the procedure below for viewing all types of logged calls.





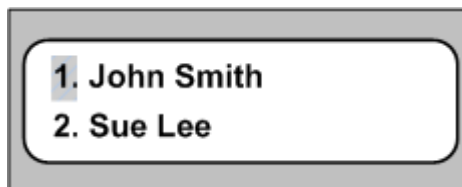
**Note:** After you view the details of missed calls, the “Missed Call” notification no longer appears on the screen and appears again only at another missed call event.

➤ **To view logged calls:**

1. From the idle screen, press the MENU key, and then select the **Call History** menu.

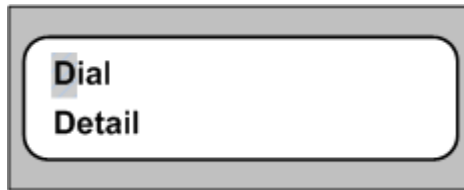




2. Select the required menu option (using the  and  Navigation keys):
  - **All Calls:** displays all calls (missed, received, and dialed) in chronological order
  - **Missed Calls:** displays a lists of calls that you did not answer
  - **Received Calls:** displays a list of the most recently answered numbers
  - **Dialed Calls:** displays a list of the most recently dialed numbers
3. Press the ENTER key; a list of numbers or contacts are displayed:





4. Select a logged entry, using the  and  Navigation keys, and then press the ENTER key; the following screen appears:



5. Select one of the following options, using the  and  Navigation keys, and then press the ENTER key:
- **Dial:** dials the number of the selected call entry.
  - **Detail:** displays details of the call entry (phone number, caller ID, and date and time of call)
  - **Save:** saves the related information about the call entry in your personal directory (see Section 4.1 on page 23)
  - **Delete:** deletes the logged entry



**Notes:**

- The logged call list is stored from the newest to oldest entries. The maximum number of entries for each call history type is 200. Once this maximum is attained, the oldest entry is deleted and replaced with the new entry.
- The call history lists are saved on a daily base. In case of a power outage some of the received information may be lost.

## Reader's Notes

## 6 Advanced Phone Operations

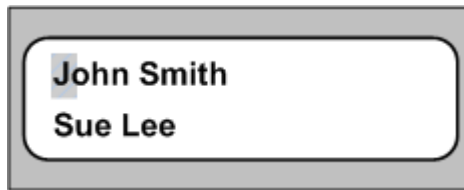
This chapter describes advanced calling features offered by your phone.



### 6.1 Calling Phone Directory Contacts

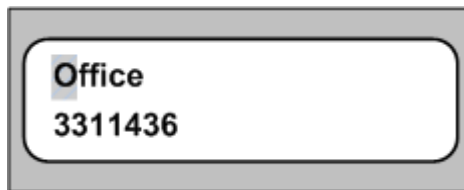
You can make calls to contacts that are listed in the phone's directory.

➤ **To dial a phone directory contact:**

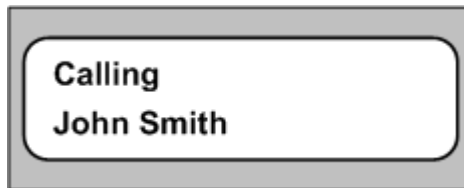
1. Access the phone directory and search for the contact that you want to call (see Section 4.1.3 on page 25).



2. Press the ENTER key, select the **Dial** option, using the  and  Navigation keys, and then press the ENTER key again; the contact's phone numbers are listed according to category (i.e., **Office**, **Home**, and **Mobile**).



3. Select the required number, and then press the ENTER key; the phone automatically dials the contact's number, as shown below:

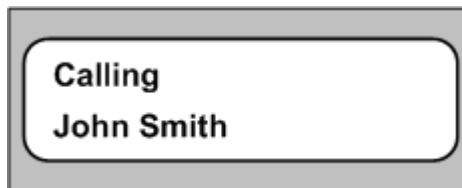


## 6.2 Placing Calls with Speed Dialing

You can use the Speed Dial keys, located on the right side of the phone, to quickly dial a speed dial number. For configuring speed dials, see Section 4.2 on page 28.

➤ **To make a call using speed dialing:**

1. Press the required Speed Dial Memory key (M1-M10); the number or contact assigned to the speed dial key is displayed.
2. Press the Speed Dial Memory key once again; the phone automatically dials the speed dial contact's number:



**Notes:**

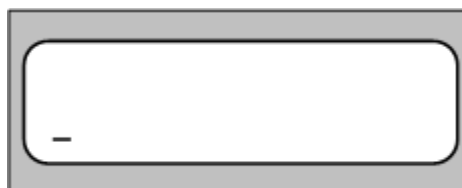
- If you press a speed dial key that has not been assigned a phone number, the phone displays a screen allowing you to assign a number to the specific speed dial key.
- Your administrator can configure your phone to make a speed dial call by pressing only once on the speed dial key (instead of twice).

## 6.3 Placing a Call On Hold

You can place a call on hold. This is typically used to answer a second incoming call or to make another call.

➤ **To place a call on hold:**

1. During an established call, press the HOLD key; the call is put on hold and a dial tone is heard.



2. To resume conversation, press the HOLD key again.

## 6.4 Answering a Second Call and Toggling Between Them

If you have an established call and you receive another incoming call, you can place the current call on hold and then answer the second call. You can also toggle between these two calls by placing the current call on hold and talking to the previously on-hold call.

The phone indicates a second incoming call similar to any other call (i.e., the LCD shows the calling party ID and the LED flashes red), except that no ringing is sounded.

➤ **To answer a second call and toggle between them:**

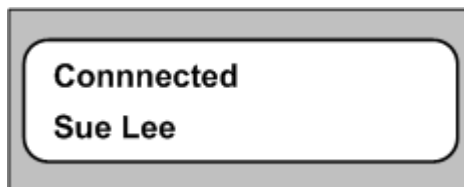
1. When you receive an incoming call indication during an established call, press the HOLD key; the current call is put on hold and the phone immediately answers the second incoming call and the call is established with the second caller.
2. To return to the first caller, press the HOLD key; the second caller is placed on hold and the call is established with the first caller again.
3. To toggle between calls, use the HOLD key.

## 6.5 Making Simultaneous Calls

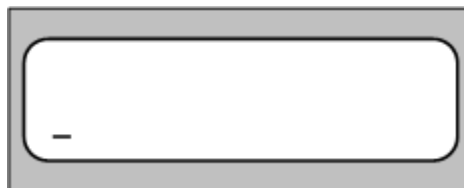
Your phone allows you to make up to two calls on the same line. This is achieved by placing the first call on hold before making the second call.

➤ **To make multiple calls:**

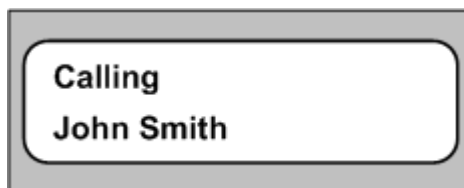
1. Make the first call. Below shows an example of a call connected to contact "Sue Lee":



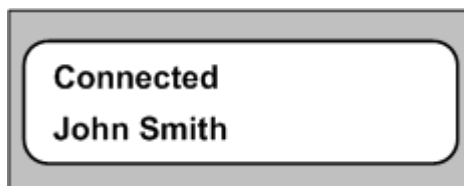
2. Press the HOLD key; the call is put on hold and the phone prompts you to enter the phone number of the second call:



3. Enter the number of the second call and then press the # key to dial; the phone calls the second number:



When the second party answers, the following is displayed:



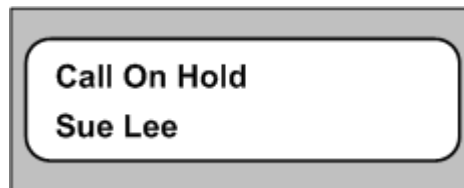
4. To toggle between the calls, press the HOLD key.

## 6.6 Ending a Second Call

If you have two established calls (as described in Section 6.4), you can end one of the calls by performing the procedure described below.

➤ **To end a second call:**

1. Ensure that the call that you want to end is the active call (i.e., the call that you want to maintain is on hold).
2. Press the on-hook button on the phone cradle or press the SPEAKER key; the current call disconnects and screen indicates that the other call is on hold:



3. Press the HOLD key to resume the call.

## 6.7 Hosting Three-Way Conference Calls

You can make a three-way conference call between your phone and two other called parties.

➤ **To make a three-way conference call:**

1. Make a call to the first participant of the conference call.
2. Put the first call on hold by pressing the HOLD key (see Section 6.3).
3. Make a call to the second call participant.
4. When the second call party answers, press the CONFERENCE key; a conference call with all parties is established.

To end the three-way conference call, hang up the phone.

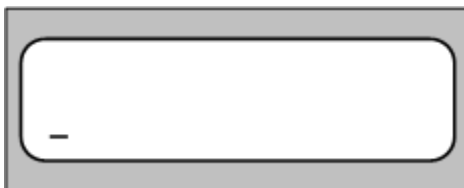
## 6.8 Transferring Calls

You can transfer a call to another party using one of the following methods:

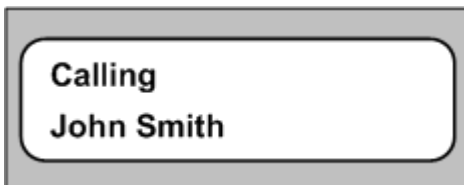
- **Attended Transfer:** If you have an established call, you can put the call on hold and establish a second call, and then transfer the first call party to the second call party. This method is supported only when you have a single established call.
- **Semi-attended Transfer:** If you have an established call, you can put the call on hold, dial a second destination, and then while the call is ringing you can transfer the call to the second destination. In other words, this is similar to Attended Transfer, except that the call is transferred before the second party answers.
- **Blind Transfer:** If you have an established call and then receive an incoming call, you can immediately transfer the incoming call to another call party without speaking to these two call parties. During this time, your initial call is put on hold. For example, if you have an established call with B and you notice an incoming call from C, without answering C you can transfer the call to a new destination D.

➤ **To transfer a call:**

1. While a call is in progress, press the TRANSFER or HOLD key; the phone prompts you for a phone number:



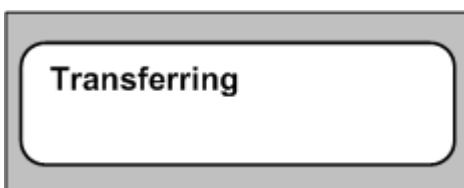
2. Dial the number to where you want to transfer the call; the phone calls the number:



3. Transfer the call:

- **Semi-Attended Transfer:** While the called party is ringing (i.e., before call is answered), press the TRANSFER key.
- **Attended Transfer:** Wait until the call is answered (if necessary, speak to the called party), and then press the TRANSFER key.

The "Transferring" message is displayed, indicating that the phone is currently transferring the call:



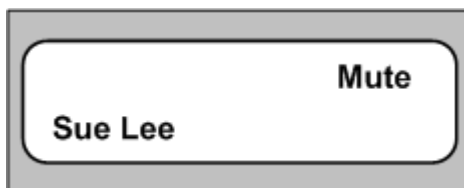
Once the call is transferred, the phone returns to idle state.

## 6.9 Muting Calls

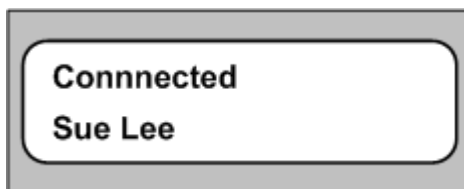
The phone allows you to mute the phone's microphone (of the handset, headset, and speakerphone) during a call so that the other party cannot hear you. While a call is muted, you can still hear the other party but the other party cannot hear you. Muting calls can also be used during conference calls.

➤ **To mute and unmute a call:**

1. During a call, press the MUTE key; the call is muted and the "Mute" message is displayed:



2. To resume the conversation, press the MUTE key again; the call is unmuted and the other party can now hear you:



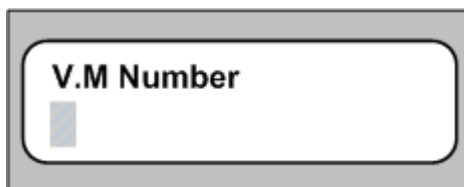


## 6.10 Retrieving Voice Mail Messages

When you have at least one new message in your voice mail box, the System Red LED is lit. This is typically referred to as message waiting indication (MWI).

➤ **To listen to voice mail messages:**

- Press the VOICE MAIL key; the phone dials your voice mail box. Follow the instructions of your voice mail provider as required.



**Note:** If the voice mail box phone number has not been configured by your system administrator, then after pressing the VOICE MAIL key, enter the mail box phone number and then press the ENTER key. The phone attempts to register to the voice mail server. Press the VOICE MAIL key again to listen to voice messages.

# **User's Manual**

## **310HD IP Phone**

**Version 1.6.0**



[www.audiocodes.com](http://www.audiocodes.com)